

# NGSConnex-Account Management

4/17/2025

**Closed Captioning:** *Auto-generated closed captioning is enabled in this course and is at best 70-90% accurate. Words prone to error include specialized terminology, proper names and acronyms.*



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# Recording

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# Objective

After this session, attendees will have a better understanding of account management within NGSConnex. We will review how to resolve login issues and account suspensions. We will also review Local Security Officer responsibilities, editing the user profile, updating access in NGSConnex, and adding additional provider accounts to profile.



# Today's Presenters

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Provider Outreach and Education  
Consultant



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Provider Outreach and Education  
Consultant





# Agenda

[Login Issues](#)

[Account Suspensions](#)

[Local Security Officer Responsibilities](#)

[Edit User Profile](#)

[Update Access](#)

[Add Additional Provider Accounts](#)

[Resources](#)

[Questions](#)

# Login Issues

# Change/Forgot My Password

The screenshot displays the National Government Services login interface. At the top left is the logo for National Government Services. A red error banner at the top center reads: "✘ Either the User ID and/or password you entered are invalid. Please try again." Below the banner are two main sections: "Access NGS Medicare" and "Log into NGSConnex".

**Access NGS Medicare**

NGSMedicare gives you access to the latest Medicare education and a wide variety of Medicare tools.

I am a...

Please select

Enter

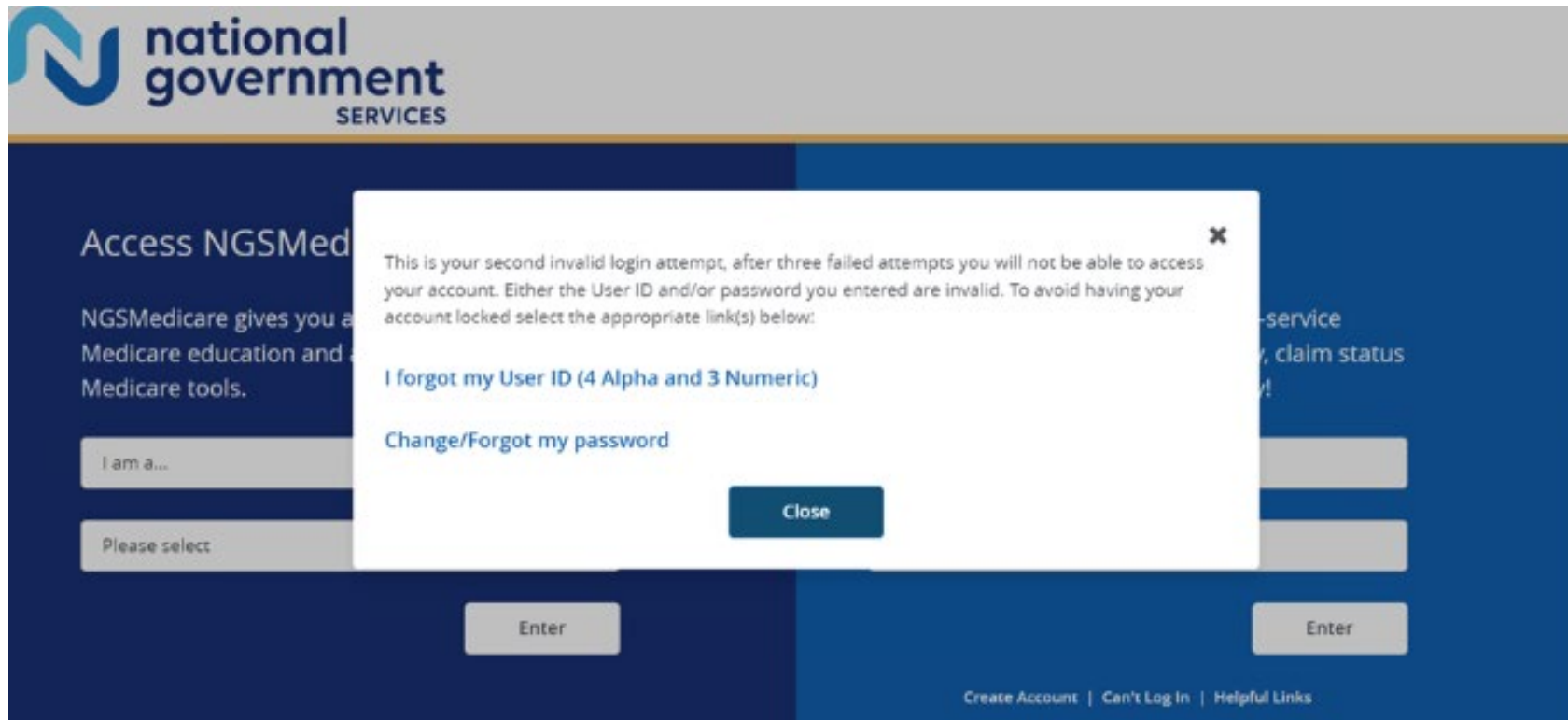
**Log into NGSConnex**

NGSConnex, is your free, secure self-service portal to obtain beneficiary eligibility, claim status & more...saving you time and money!

Enter

[Create Account](#) | [Can't Log In](#) | [Helpful Links](#)

# Error Message





# Can't Log In Link

Log into NGSConnex

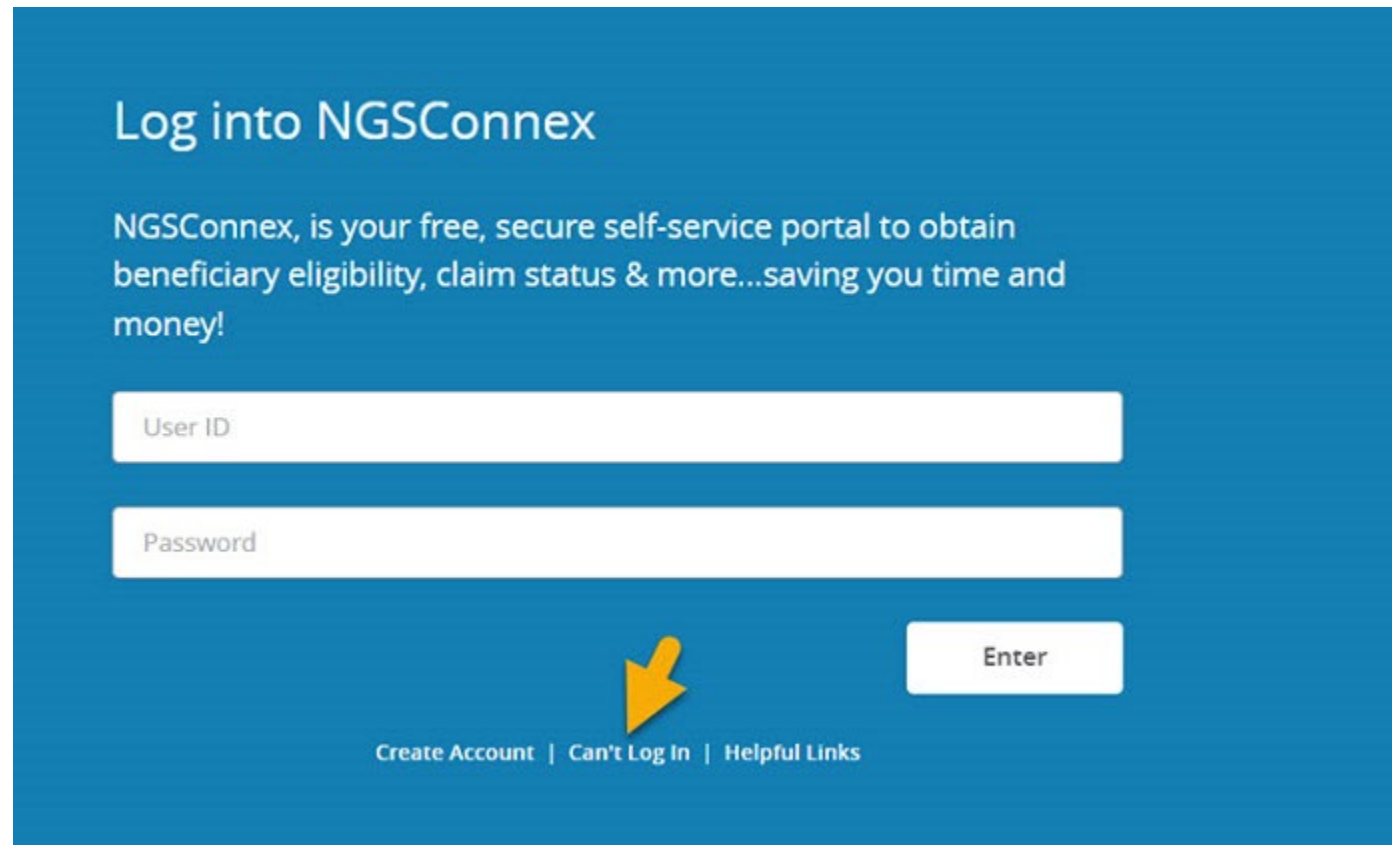
NGSConnex, is your free, secure self-service portal to obtain beneficiary eligibility, claim status & more...saving you time and money!

User ID

Password

Enter

[Create Account](#) | [Can't Log In](#) | [Helpful Links](#)



# Change/Forgot My Password Link

I forgot my User ID (4 Alpha and 3 Numeric)

Change/Forgot my password



Login Help Needed

Close

# User ID

Enter the User ID associated with your NGSConnex account. ✕

User ID

Get User Info

# Challenge Question

What city were you born in?



Validate Answer



# Change Password

New Password



Confirm Password



Save Changes



# Forgot My User ID

Log into NGSConnex

NGSConnex, is your free, secure self-service portal to obtain beneficiary eligibility, claim status & more...saving you time and money!


[Create Account](#) | [Can't Log In](#) | [Helpful Links](#)

# Find User ID

**National Government Services**

## Access NGS Medicare

NGSMedicare gives you access to the latest Medicare news and a wide variety of Medicare tools.

I am a...

Please select

Enter

## Log into NGSConex

Please provide the email associated with your Connex account.

Email Address

Find User ID

Enter

[Create Account](#) | [Can't Log In](#) | [Helpful Links](#)

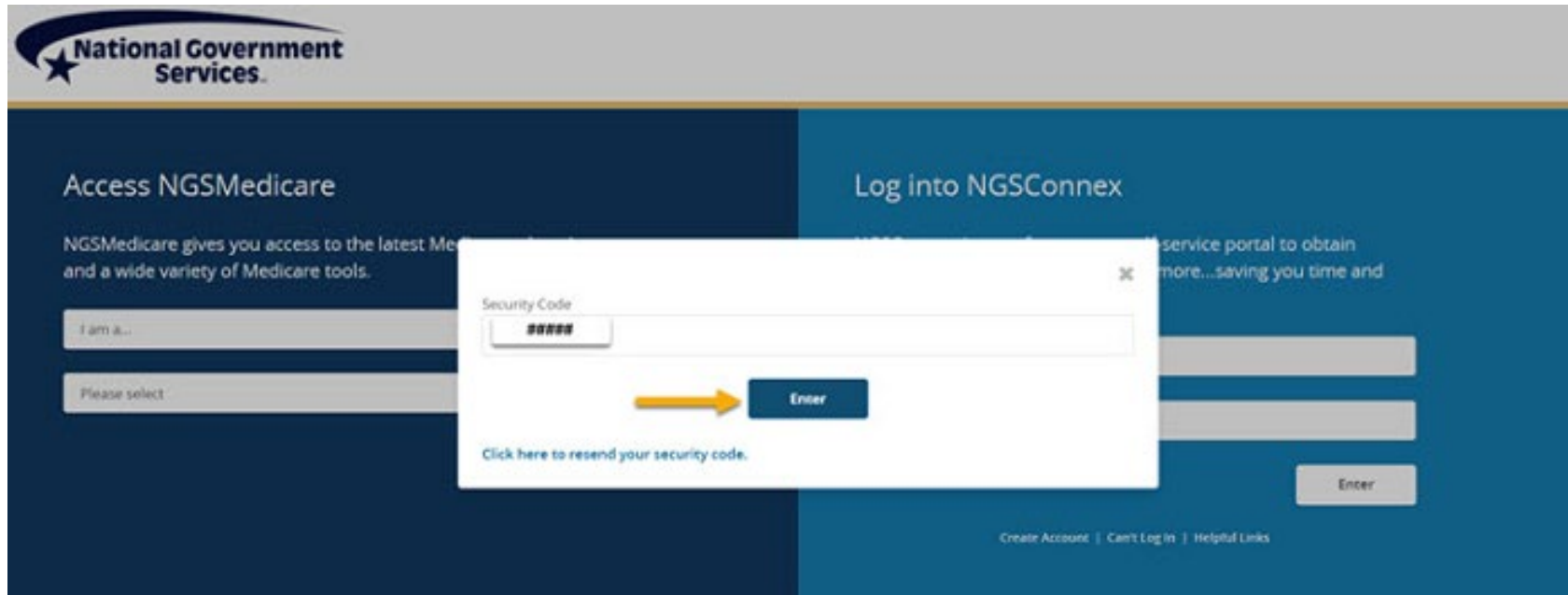
# Account Suspensions



# Send Security Code

The screenshot displays the National Government Services login interface. On the left, there is a section for 'Access NGS Medicare' with a text description and two input fields: 'I am a...' and 'Please select...'. On the right, there is a section for 'Log into NGSConex' with a text description and an 'Enter' button. A central dialog box is overlaid on the page, containing the following text: 'The account in question is currently suspended. You can reactivate your account by requesting a security code or you can contact your LSO.' Below this, it asks 'Please select the delivery method for your security code:' and provides two radio button options: 'Email: CHA\*\*\*\*\*@WELLPOINT.COM' and 'Mobile: \*\*\*\*\*098'. A yellow arrow points to a 'Send Security Code' button. At the bottom of the dialog box, there are links for 'Create Account', 'Can't Log In', and 'Helpful Links'.

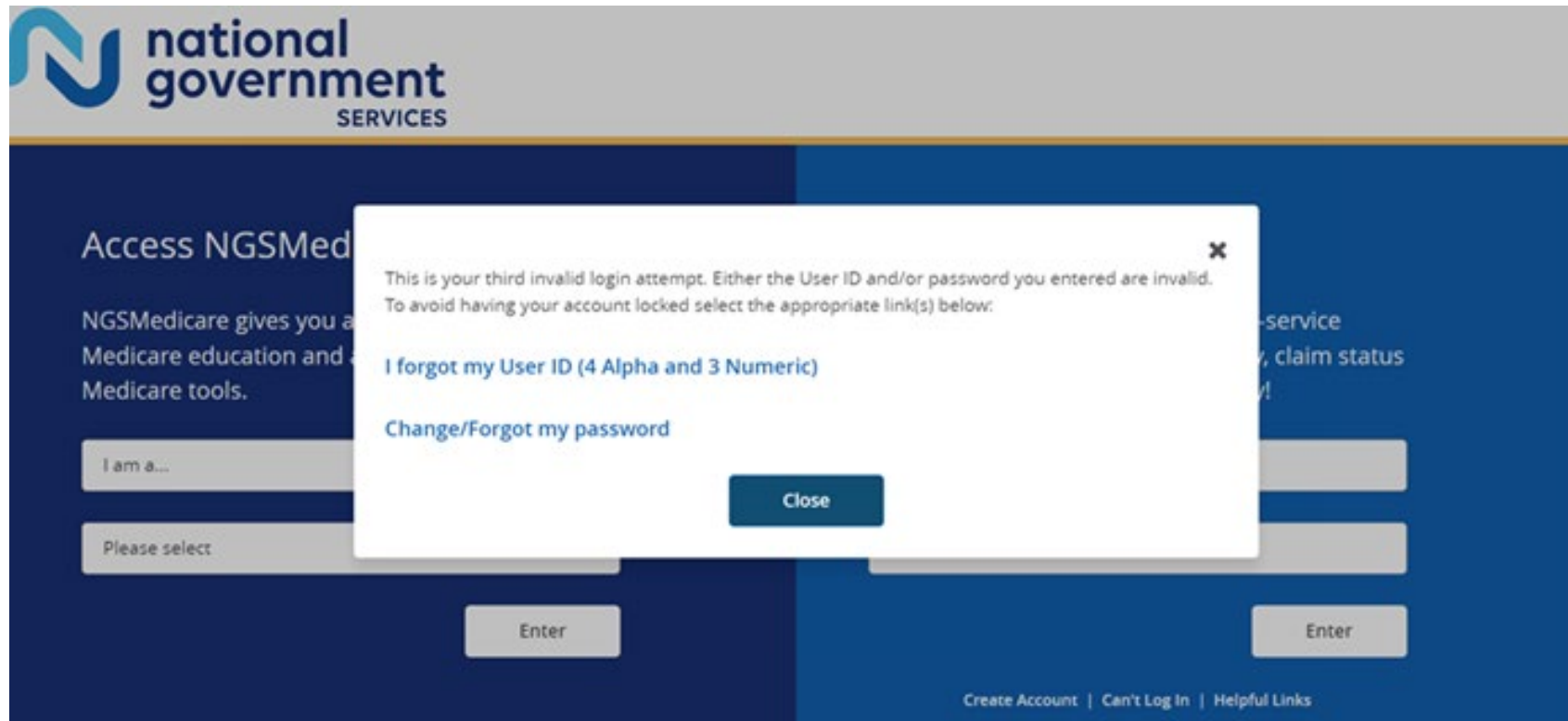
# Security Code Field



# Invalid Login Attempts

The screenshot displays the National Government Services login interface. At the top left is the logo for National Government Services. A red error banner at the top center reads "Invalid username or password." Below this, there are two main sections: "Access NGS Medicare" on a dark blue background and "Log into NGSConnex" on a light blue background. The "Access NGS Medicare" section includes a text description, a dropdown menu with "I am a..." selected, another dropdown menu with "Please select" selected, and an "Enter" button. The "Log into NGSConnex" section includes a text description, a text input field containing "XXXX##", a password input field with masked characters, and an "Enter" button. At the bottom of the "Log into NGSConnex" section, there are links for "Create Account", "Can't Log In", and "Helpful Links".

# Error Message (4)





# Local Security Officer Responsibilities

# Polling Question

**Do you know who your local security officer (LSO) is for NGSConnex? Yes or No?**

# Manage Account

national government SERVICES HOME

Now Available! Prior Authorization Requests for OPD services may be submitted by Part B providers on behalf of the Part A facility.

What would you like to do in NGSConnex?

Eligibility Lookup

Claim Status Lookup

Part B Claim Submissions

Appeals

ADR

Inquiries

Resources MBI Lookup Remittance Prior Authorization Financials Manage Account

# User Profile

System Access

Search Access    
Reset Search

| Status                            | NPI | PTAN | TIN | Approved By | Provider Name | Physical City | Physical State | Created Dt             | Last Updated Dt        |
|-----------------------------------|-----|------|-----|-------------|---------------|---------------|----------------|------------------------|------------------------|
| <input type="checkbox"/> Declined |     |      |     |             |               |               |                | 08/23/2021 08:07:57 PM | 12/16/2024 06:55:14 PM |
| <input type="checkbox"/> Approved |     |      |     |             |               |               |                | 12/18/2024 12:37:20 PM | 12/18/2024 12:37:20 PM |
| <input type="checkbox"/> Approved |     |      |     |             |               |               |                | 12/16/2024 03:08:24 PM | 12/16/2024 03:08:24 PM |
| <input type="checkbox"/> Approved |     |      |     |             |               |               |                | 12/09/2024 02:31:07 PM | 12/09/2024 02:31:07 PM |
| <input type="checkbox"/> Approved |     |      |     |             |               |               |                | 12/06/2024 12:43:36 PM | 12/06/2024 12:43:36 PM |

1 to 5 of 186 items

Provider Profile

Claims

Eligibility Lookup

Financials

LSO / User Management

User Management Comments

1 2 3 4 - 38 >

# My LSO

^ My LSO

[Reset Search](#)

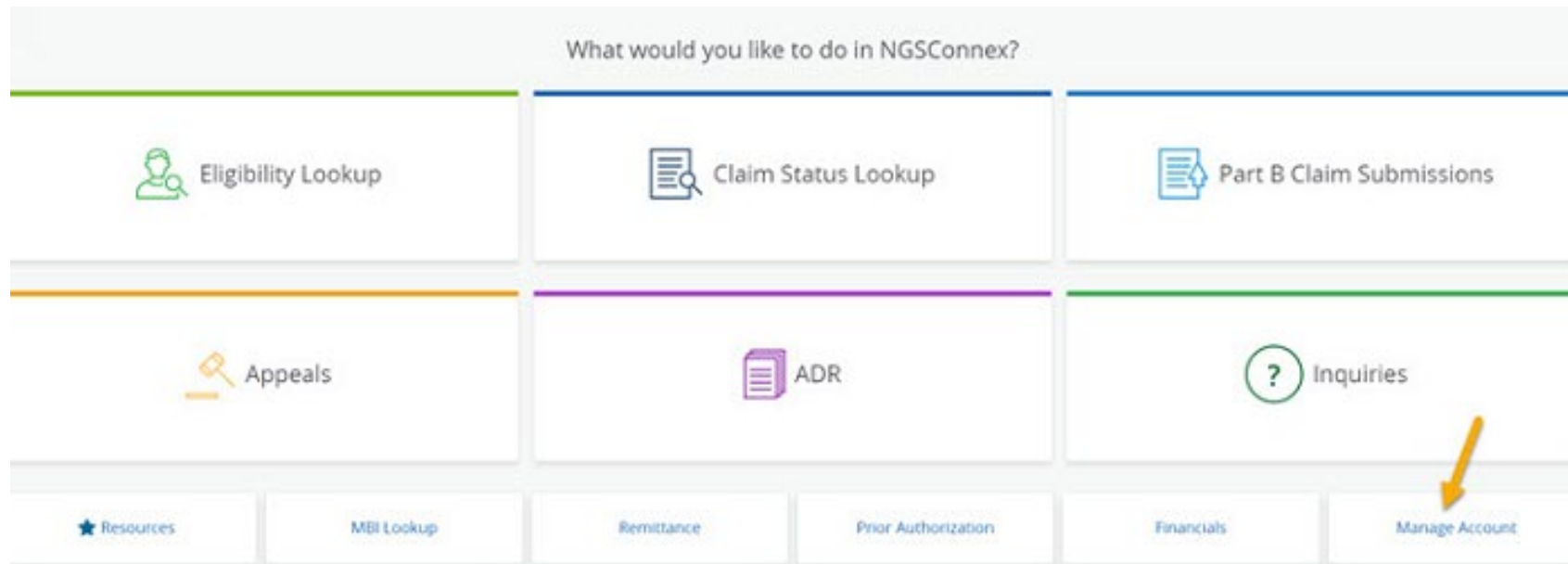
| User ID | First Name | Last Name | Work Phone # | Email |
|---------|------------|-----------|--------------|-------|
|         |            |           |              |       |
|         |            |           |              |       |

1 to 2 of 2 items

# LSO Responsibilities

- User Access
  - Approve
  - Decline
  - Modify
  - Remove access
    - Leave organization
    - No longer need to know applicable information
- Recertify user accounts yearly
- Ensure users have minimum necessary access

# Manage Account <sup>(2)</sup>





# User Management

The screenshot displays the 'User Management' interface. At the top, there is a breadcrumb 'Home > User Management' and a link for 'ADDITIONAL HELP'. Below this is a blue header with 'USER MANAGEMENT' and two tabs: 'User Profile' and 'User Management', with the latter being selected. A search bar labeled 'Search Access' and a 'Search' button are present. Below the search bar is a table with columns: Status, User ID, User First Name, User Last Name, NPI, PTAN, TIN, LOB, Approved By, Provider Name, and Physical City. The table contains five rows, all with a status of 'Approved'. A yellow arrow points to the first row's status column, and another yellow arrow points to the 'USER MANAGEMENT' header.

| Status   | User ID | User First Name | User Last Name | NPI | PTAN | TIN | LOB | Approved By | Provider Name | Physical City |
|----------|---------|-----------------|----------------|-----|------|-----|-----|-------------|---------------|---------------|
| Approved |         |                 |                |     |      |     |     |             |               |               |
| Approved |         |                 |                |     |      |     |     |             |               |               |
| Approved |         |                 |                |     |      |     |     |             |               |               |
| Approved |         |                 |                |     |      |     |     |             |               |               |
| Approved |         |                 |                |     |      |     |     |             |               |               |

# System Access

System Access

Search Access

Reset Search

|                          | Status   | NPI | PTAN | TIN | Approved By | Provider Name | Physical City | Physical State | Created Dt | Last Updated Dt |
|--------------------------|----------|-----|------|-----|-------------|---------------|---------------|----------------|------------|-----------------|
| <input type="checkbox"/> | Approved |     |      |     |             | EDDENTERT     |               |                |            |                 |
| <input type="checkbox"/> | Approved |     |      |     |             |               |               |                |            |                 |
| <input type="checkbox"/> | Approved |     |      |     |             |               |               |                |            |                 |
| <input type="checkbox"/> | Approved |     |      |     |             |               |               |                |            |                 |
| <input type="checkbox"/> | Approved |     |      |     |             |               |               |                |            |                 |

# Edit Access

The screenshot displays a web application interface for managing access. At the top, there is a table with two rows. The first row has an unchecked checkbox and the word 'Approved'. The second row has a checked checkbox and the word 'Approved', and this row is highlighted in yellow. Below the table, there are three buttons: 'Edit Access', 'Decline', and 'Cancel'. To the right of these buttons, there is a pagination control showing '1 to 5 of 2612 items' and a set of page numbers (1, 2, 3, 4, 523). Below the buttons, there are several checkboxes with labels: 'Provider Profile' (checked), 'Claims' (checked), 'Eligibility Lookup' (checked), and 'Financials' (checked). To the right of these, there is an unchecked checkbox for 'LSO / User Management' and a text area for 'User Management Comments'.

# Recertify Users Access

By clicking the statement below then clicking the **'I Agree'** button, I attest that:

I have received training on my role, CONNEX Local Security Officer and on the **Connex Rules of Behavior (ROB)** and understand and agree to comply with the requirements for my LSO activities and the provisions of the ROB. I understand that violations of the ROB may result in my CONNEX access being terminated.

- I acknowledge that I have received training on the **Connex Rules of Behavior (ROB)**. I understand and agree to comply with the ROB provisions.
- I acknowledge that I am a Connex user and certify that I need access.

Pressing the **'I Agree'** button indicates that you have read and understand the above statements.

- \*  I have read and understand the above statements.
- \*  As an LSO, I monitor all Connex user accounts within my organization to ensure that each user has the appropriate access.

# Recertify Users Access <sup>(2)</sup>

- ✘ The LSO for the provider organization must recertify Connex access annually. The LSO can recertify access by logging into NGSConnex, selecting Manage Account and User Management.

# Recertify Users Access <sup>(3)</sup>

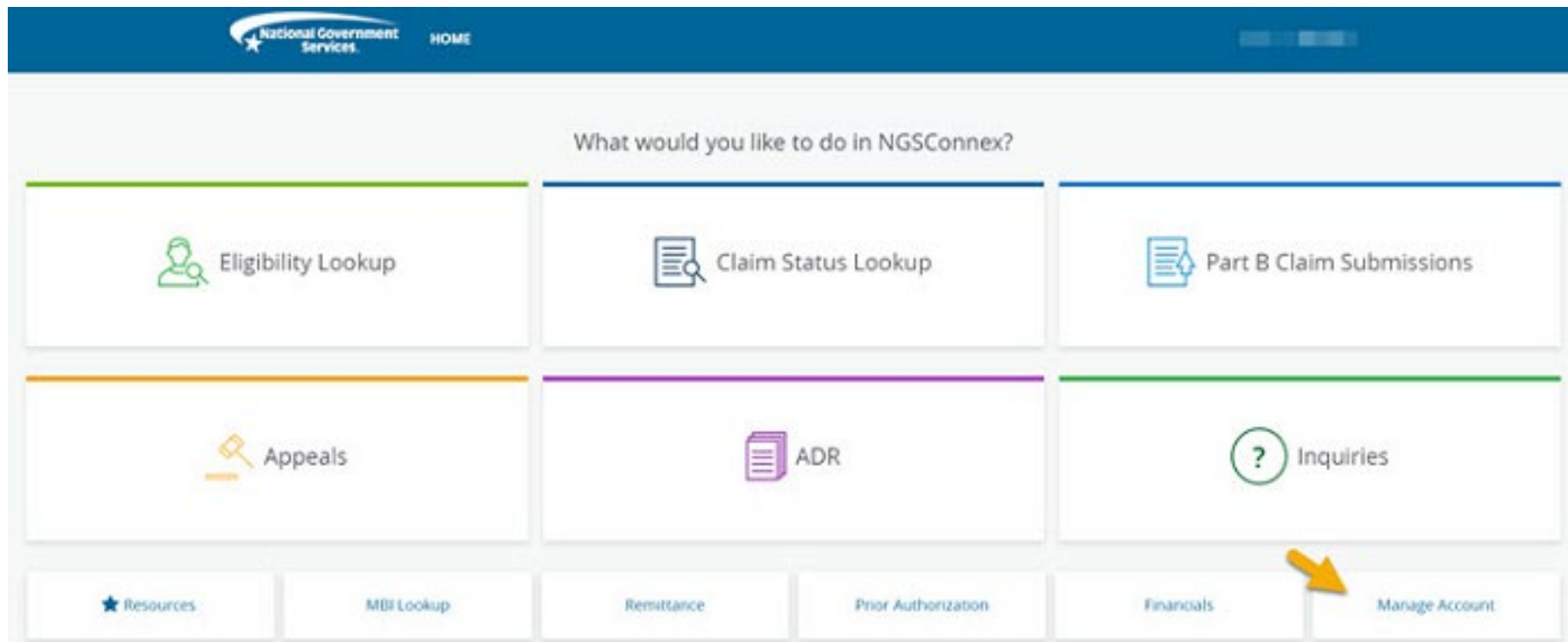
The screenshot displays the 'User Management' section of a web application. At the top, there are two tabs: 'User Profile' and 'User Management', with 'User Management' being the active tab. Below the tabs, there is a 'User Profile' dropdown menu and a yellow notification box stating: 'Note: User is suspended due to 30 days or more of inactivity, user must go to the NGS Medicare.com home page, select (Can't Log in) and then select (Change/forget my password) to unsuspend their ID.' Below this, the 'System Access' section is visible, featuring a search bar, a 'Search' button, and a 'Recertify All Users Access' button. A yellow arrow points to the 'Recertify All Users Access' button. To the right of the search bar, it says 'Last User Recert Date: 12/16/2024 03:09 PM'. Below the search bar is a table with columns: Status, User ID, User First Name, User Last Name, NPI, PTAN, TIN, LOB, Approved By, Provider Name, Physical City, Physical State, and Create. The table contains three rows of data, all with a status of 'Approved'.

| Status                                       | User ID | User First Name | User Last Name | NPI | PTAN | TIN | LOB | Approved By | Provider Name | Physical City | Physical State | Create      |
|--|---------|-----------------|----------------|-----|------|-----|-----|-------------|---------------|---------------|----------------|-------------|
| <input checked="" type="checkbox"/> Approved |         |                 |                |     |      |     |     |             |               |               |                | 04/05 09:48 |
| <input type="checkbox"/> Approved            |         |                 |                |     |      |     |     |             |               |               |                | 04/05 04:33 |
| <input type="checkbox"/> Approved            |         |                 |                |     |      |     |     |             |               |               |                | 04/12 09:28 |

Edit User Profile



# Manage Account (2)




# Edit Profile

The screenshot displays a web interface for editing a user profile. At the top, a blue header contains the text "USER PROFILE". Below this, a navigation bar shows two tabs: "User Profile" (which is selected and highlighted in dark blue) and "User Management". The main content area is titled "User Profile" with a dropdown arrow. It contains several input fields for user information: "User ID", "Mobile Phone #", "First Name", "Mobile Phone Carrier", "Last Name", "Work Phone #", "Email", and "Role". There is also a checkbox for "Email Updates" which is checked, and two text input fields for "Challenge Question" and "Challenge Answer". At the bottom right of the form, there are two buttons: "Edit Profile" and "Change Password". A yellow arrow points to the "Edit Profile" button. Another yellow arrow points to the "User Profile" tab in the navigation bar.

# Save Changes

▼ User Profile

|                      |                                     |                        |                |
|----------------------|-------------------------------------|------------------------|----------------|
| User ID *            | XXXXXXXX                            | Mobile Phone # *       | (999) 999-9999 |
| First Name *         | XXXXXX                              | Mobile Phone Carrier * |                |
| Last Name *          | XXXXXXXX                            | Work Phone #           | (999) 999-9999 |
| Email *              | xxxx.xxxx@gmail.com                 | Role *                 |                |
| Email Updates        | <input checked="" type="checkbox"/> |                        |                |
| Challenge Question * |                                     | Challenge Answer *     | XXXXXX         |



# User Profile – Change Password

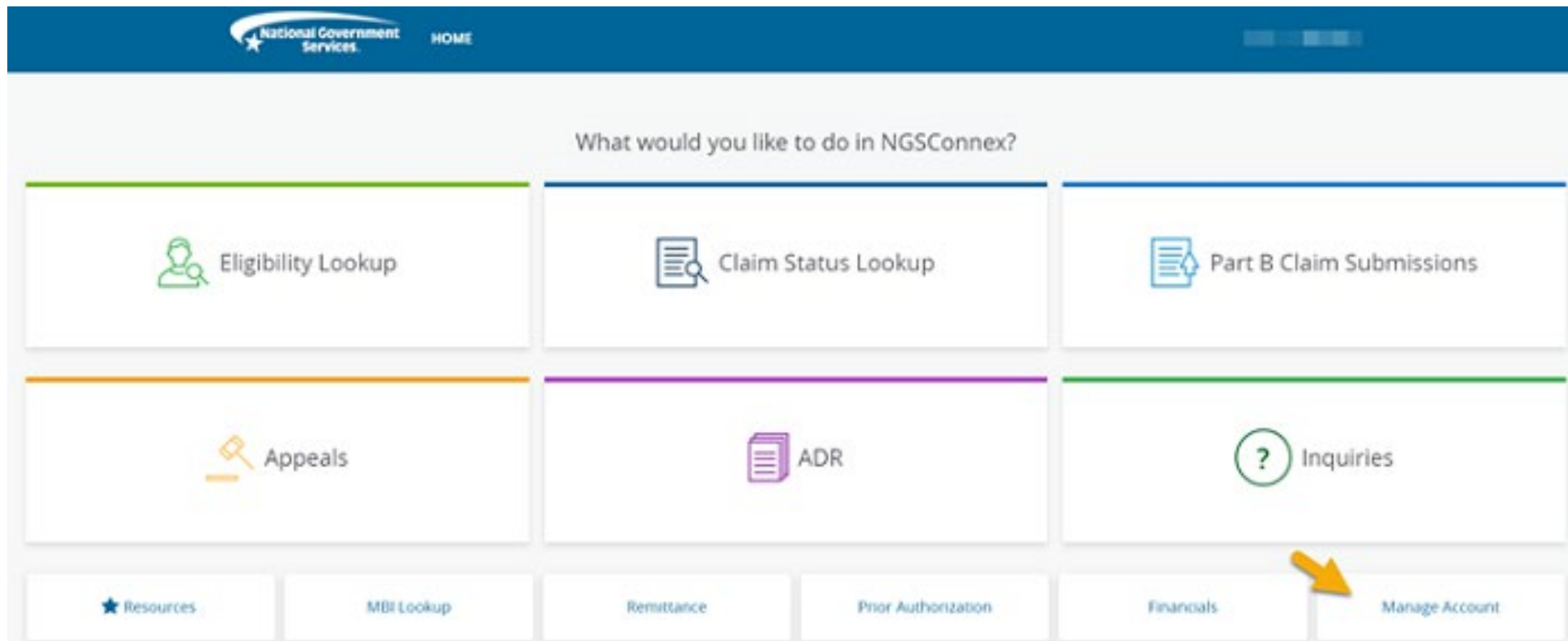
The screenshot shows a web interface for user profile management. At the top, there are two tabs: 'User Profile' (selected) and 'User Management'. Below the tabs, the 'User Profile' section is expanded, indicated by a yellow arrow pointing to the 'User Profile' header. The form contains several input fields: 'User ID', 'Mobile Phone #' (with a red asterisk), 'First Name \*', 'Mobile Phone Carrier \*' (dropdown), 'Last Name \*', 'Work Phone #' (with a red asterisk), 'Email \*', and 'Role \*' (dropdown). There is also a checked 'Email Updates' checkbox. At the bottom, there are two buttons: 'Edit Profile' and 'Change Password', with a yellow arrow pointing to the 'Change Password' button. A 'Challenge Question \*' dropdown and a 'Challenge Answer \*' text field are also present.

# User Profile – Change Password (2)

The screenshot shows a web interface for changing a user's password. At the top, there are two tabs: 'User Profile' (which is selected and highlighted in dark blue) and 'User Management'. Below the tabs, there is a section titled 'User Profile' with a dropdown arrow. Inside this section, there are three password input fields: 'Current Password', 'New Password', and 'Confirm Password'. Each field has a placeholder text matching its label. To the right of the 'New Password' and 'Confirm Password' fields, there are small eye icons for toggling visibility. At the bottom of the form, there are two buttons: 'Save Changes' (a dark blue button) and 'Cancel' (a light blue button). Two yellow arrows are overlaid on the image: one points to the 'User Profile' tab, and the other points to the 'Save Changes' button.

Update Access

# Manage Account <sup>(3)</sup>





# System Access (2)

System Access

Search Access Search New Edit Delete

Reset Search

| Status                              | NPI | PTAN | TIN | Approved By | Provider Name | Physical City | Physical State | Created Dt | Last Updated Dt |
|-------------------------------------|-----|------|-----|-------------|---------------|---------------|----------------|------------|-----------------|
| <input checked="" type="checkbox"/> |     |      |     |             |               |               |                |            |                 |
| <input type="checkbox"/>            |     |      |     |             |               |               |                |            |                 |
| <input type="checkbox"/>            |     |      |     |             |               |               |                |            |                 |
| <input type="checkbox"/>            |     |      |     |             |               |               |                |            |                 |
| <input type="checkbox"/>            |     |      |     |             |               |               |                |            |                 |

1 to 5 of 72 items

1 2 3 4 15

# Applicable Checkboxes

Provider Profile



Claims



Eligibility Lookup



Financials



# Save Changes (2)

Provider Profile



Claims



Eligibility Lookup



Financials



Save

Cancel

# Update Account Type

The screenshot shows a web interface for 'System Access'. At the top, there is a search bar labeled 'Search Access' with a 'Reset Search' link below it. To the right of the search bar are four buttons: 'Search', 'New', 'Edit', and 'Delete'. An orange arrow points to the 'Edit' button. Below the buttons is a table with the following columns: Status, NPI, PTAN, TIN, Approved By, Provider Name, Physical City, Physical State, Created Dt, and Last updated Dt. The first row of the table is highlighted in yellow and has a checked checkbox in the Status column, with an orange arrow pointing to it. The other rows have unchecked checkboxes. At the bottom left, it says '1 to 5 of 72 items'. At the bottom right, there is a pagination control showing '1', '2', '3', '4', and '15' with arrows.

# LSO/User Management Checkbox

---- Required fields for Local Security Officer (LSO) Access ----

LSO / User Management



User Management Comments

Check/EFT Number (Within the last 90 days)

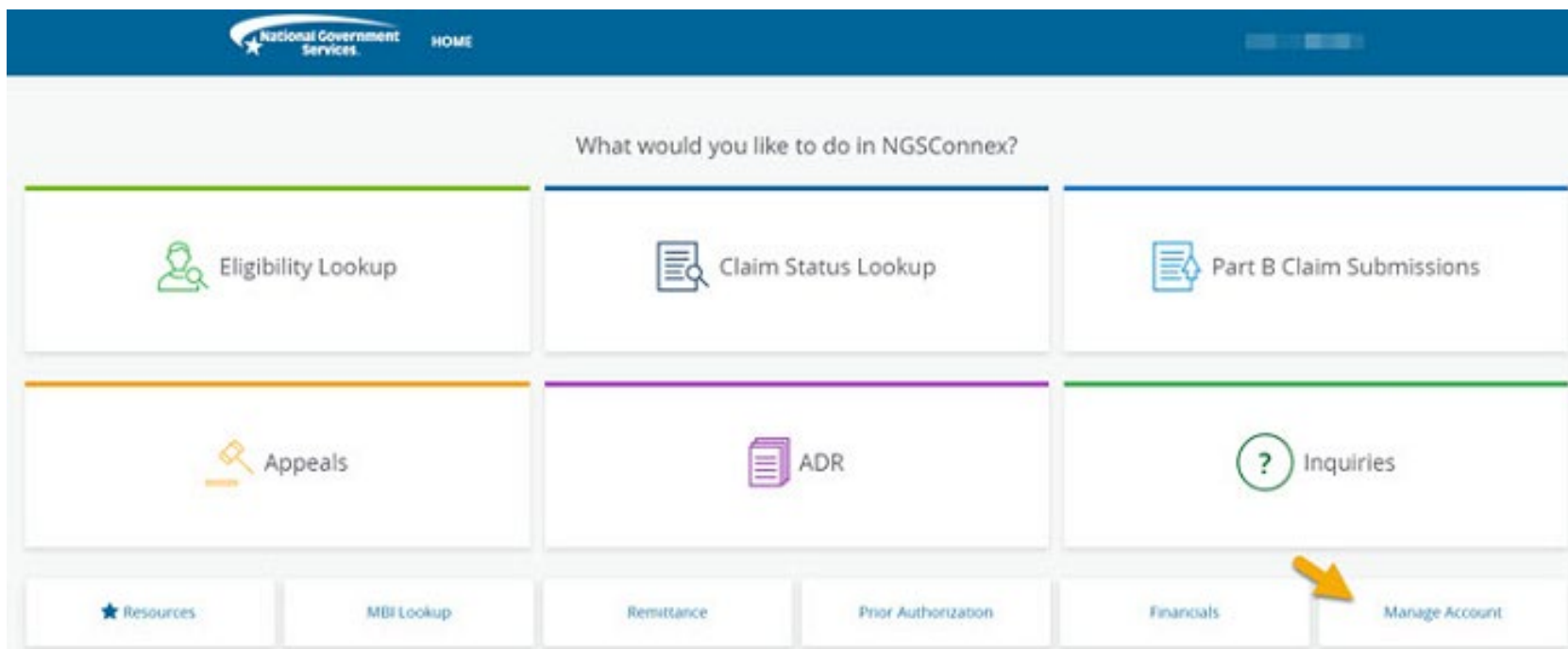
Check/EFT Amount

I am a new provider and have not received a check from Medicare or I am an existing provider and have not received a check in the last 90 days.

Access Code

Add Additional Provider Accounts

# Manage Account <sup>(4)</sup>





# System Access (3)

System Access

Search Access Search New

Reset Search

| Status | NPI | PTAN | TIN | Approved By | Provider Name | Physical City | Physical State | Created Dt | Last Updated Dt |
|--------|-----|------|-----|-------------|---------------|---------------|----------------|------------|-----------------|
|        |     |      |     |             |               |               |                |            |                 |
|        |     |      |     |             |               |               |                |            |                 |
|        |     |      |     |             |               |               |                |            |                 |
|        |     |      |     |             |               |               |                |            |                 |

1 to 5 of 72 items

1 2 3 4 15

# Applicable Checkboxes <sup>(2)</sup>

Provider Profile

Claims

Eligibility Lookup

Financials

# System Access (4)

^ System Access

Reset Search

|                          | Status   | NPI | PTAN | TIN | Approved By | Provider Name | Physical City | Physical State | Created Dt | Last Updated Dt |
|--------------------------|----------|-----|------|-----|-------------|---------------|---------------|----------------|------------|-----------------|
| <input type="checkbox"/> | Approved |     |      |     |             | FRONTIER      |               |                |            |                 |
| <input type="checkbox"/> | Approved |     |      |     |             |               |               |                |            |                 |
| <input type="checkbox"/> | Approved |     |      |     |             |               |               |                |            |                 |
| <input type="checkbox"/> | Approved |     |      |     |             |               |               |                |            |                 |
| <input type="checkbox"/> | Approved |     |      |     |             |               |               |                |            |                 |

# LSO/User Management Checkbox (2)

---- Required fields for Local Security Officer (LSO) Access ----

LSO / User Management



User Management Comments

Check/EFT Number (Within the last 90 days)

Check/EFT Amount

I am a new provider and have not received a check from Medicare or I am an existing provider and have not received a check in the last 90 days.



Access Code

If check information is entered an Access Code will auto-populate when access is approved.

If check information is not entered, an Access Code will be mailed to the provider payee address on file.

# Save Changes <sup>(3)</sup>

Provider Profile



Claims



Eligibility Lookup



Financials



Save

Cancel

# Resources

# Resources – NGSConnex Login Page

**national government SERVICES**

## Access NGS Medicare

NGSMedicare gives you access to the latest Medicare education and a wide variety of Medicare tools.

I am a...

Please select

Enter

## Log into NGSConnex

NGSConnex, is your free, secure self-service portal to obtain beneficiary eligibility, claim status & more...saving you time and money!

User ID

Password

Enter

[Create Account](#) | [Can't Log In](#) | [Helpful Links](#)

**NPPES**  
National Plan & Provider Enumeration System  
NPPES is responsible for processing new NPI applications & processing changes of information for previously enumerated providers.

**NOS MU**  
NGSMEDICARE UNIVERSITY  
MU offers teleconferences, webinars, CBT courses and live seminars to provide education on Medicare-related topics including rules, regulations and training.

**PECOS**  
PECOS supports the Medicare Provider and Supplier enrollment process by allowing users to securely and electronically submit and manage Medicare enrollment information.

# Resources – NGSConnex Login Page (2)

The screenshot shows the top navigation bar of the NGSConnex website. It includes the National Government Services logo, a search icon, and menu items for HOME, EDUCATION, RESOURCES, EVENTS, ENROLLMENT, and APPS. The main content area is titled 'NGSCONNEX HELPFUL LINKS' and contains two sections: 'Helpful Links' with a list of seven items, and 'Contact Us' with contact information for Jurisdiction K (A, B, FQHC), including phone numbers and hours of operation.

Contact Us NGSConnex Subscribe for E-mail Updates

**national government SERVICES** HOME EDUCATION ▼ RESOURCES ▼ EVENTS ENROLLMENT APPS ▼

## NGSCONNEX HELPFUL LINKS

### Helpful Links

- [Browser Help](#)
- [NGSMedicare.com](#)
- [EDI Enrollment Form](#)
- [Privacy Notice](#)
- [Connex User Guide](#)
- [Rules of Behavior](#)
- [USA.gov](#)
- [Aunt Bertha](#)

### Contact Us

For assistance with NGSConnex, contact us by using one of the numbers below:

#### Jurisdiction K (A, B, FQHC)

*JK Part A/B/FQHC States: CT, MA, ME, NH, NY, RI, VT*








JK Part A/FQHC: 888-855-4356  
JK Part B: 866-837-0241  
JK HHH: 866-289-0423

Hours of Operation: Monday-Friday\*



# Resources – NGSConnex Home Page

What would you like to do in NGSConnex?

|  |   |  |                     |            |                |
|--|---|--|---------------------|------------|----------------|
|  Eligibility Lookup |  Claim Status Lookup |  Part B Claim Submissions |                     |            |                |
|  Appeals            |  ADR                 |  Inquiries                |                     |            |                |
|  Resources          | MBI Lookup  | Remittance   | Prior Authorization | Financials | Manage Account |

Home > Resources

## RESOURCES

Helpful Links

### Part A

- Part A NGSConnex User Guide
- Part A News
- Part A Tools and Calculators

### Part B

- Part B NGSConnex User Guide
- Part B News
- Part B Tools and Calculators
- Part B Fee Schedule Lookup Tool

# Resources – NGS Medicare

**national government SERVICES**

## Access NGS Medicare

NGSMedicare gives you access to the latest Medicare education and a wide variety of Medicare tools.

I am a...

Please select

Enter

## Log into NGSConnex

NGSConnex, is your free, secure self-service portal to obtain beneficiary eligibility, claim status & more...saving you time and money!

User ID

Password

Enter

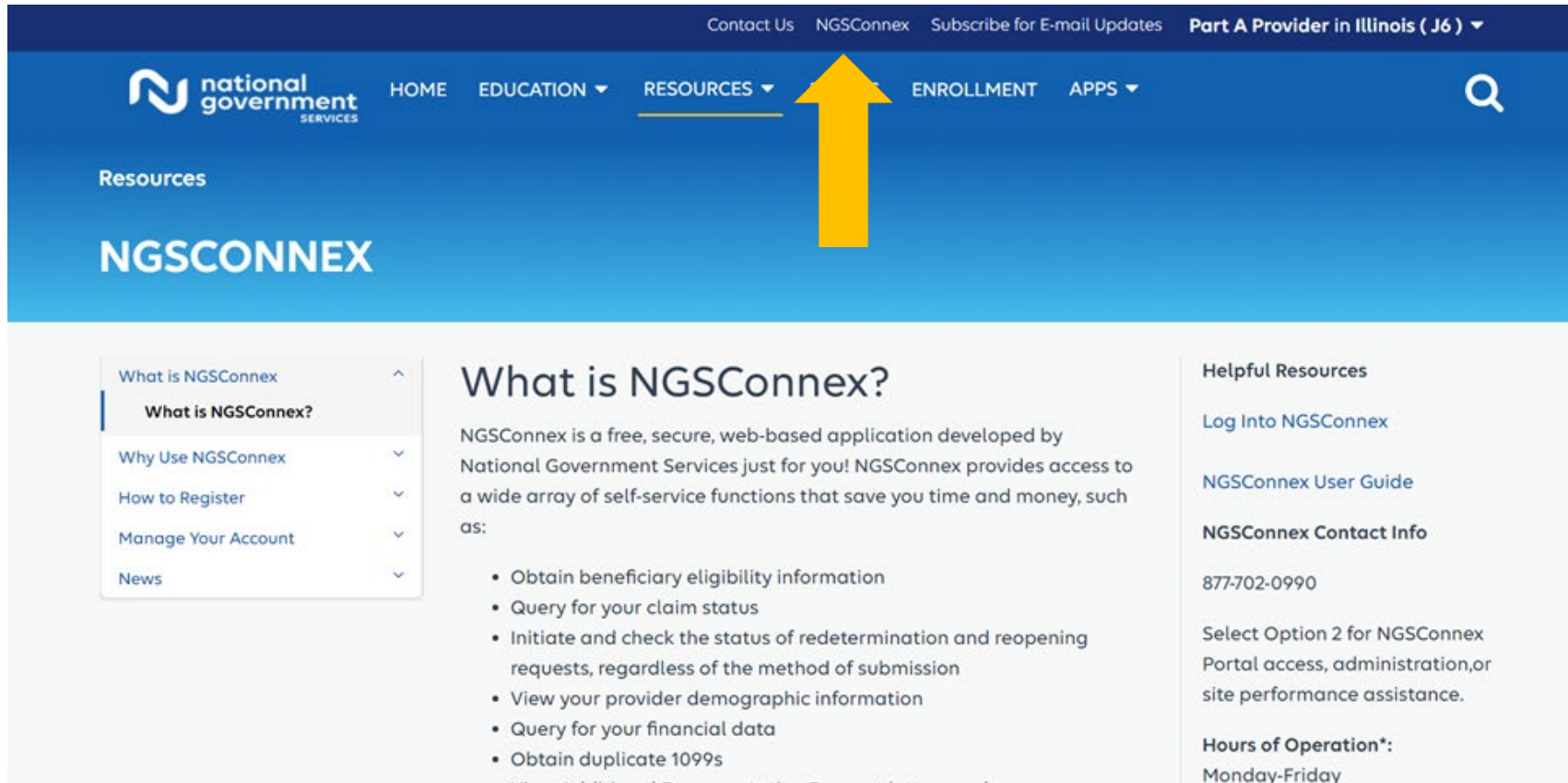
[Create Account](#) | [Can't Log In](#) | [Helpful Links](#)

**NPPES**  
National Plan & Provider Enumeration System  
NPPES is responsible for processing new NPI applications & processing changes of information for previously enumerated providers.

**NGS MU**  
NGSMEDICARE UNIVERSITY  
MU offers teleconferences, webinars, CBT courses and live seminars to provide education on Medicare-related topics including rules, regulations and training.

**PECOS**  
PECOS supports the Medicare Provider and Supplier enrollment process by allowing users to securely and electronically submit and manage Medicare enrollment information.

# Resources – NGS Medicare (2)



The screenshot displays the website's navigation bar with links for Contact Us, NGSCONNEX, and Subscribe for E-mail Updates. A dropdown menu is open under RESOURCES, with a yellow arrow pointing to the NGSCONNEX link. The main content area features a sidebar with a menu of links, a central article titled 'What is NGSCONNEX?' with a bulleted list of services, and a right-hand sidebar with helpful resources and contact information.

Contact Us NGSCONNEX Subscribe for E-mail Updates Part A Provider in Illinois (J6) ▾

national government SERVICES

HOME EDUCATION ▾ RESOURCES ▾ ENROLLMENT APPS ▾

Resources

## NGSCONNEX

What is NGSCONNEX ^

**What is NGSCONNEX?**

Why Use NGSCONNEX ▾

How to Register ▾

Manage Your Account ▾

News ▾

### What is NGSCONNEX?

NGSCONNEX is a free, secure, web-based application developed by National Government Services just for you! NGSCONNEX provides access to a wide array of self-service functions that save you time and money, such as:

- Obtain beneficiary eligibility information
- Query for your claim status
- Initiate and check the status of redetermination and reopening requests, regardless of the method of submission
- View your provider demographic information
- Query for your financial data
- Obtain duplicate 1099s

#### Helpful Resources

[Log Into NGSCONNEX](#)

[NGSCONNEX User Guide](#)

#### NGSCONNEX Contact Info

877-702-0990

Select Option 2 for NGSCONNEX Portal access, administration, or site performance assistance.

**Hours of Operation\*:**  
Monday-Friday

# Notification Center

national government SERVICES HOME

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## NOTIFICATION CENTER

Filters:

Alert Type

--Select--

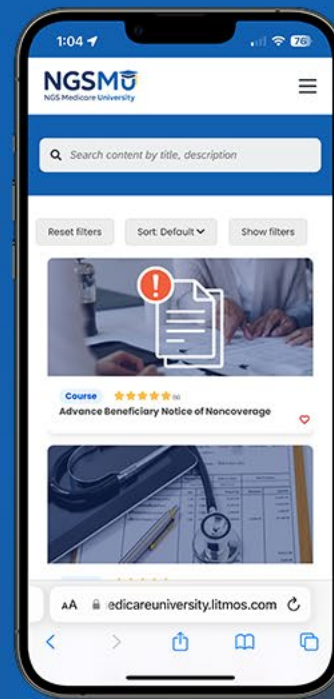
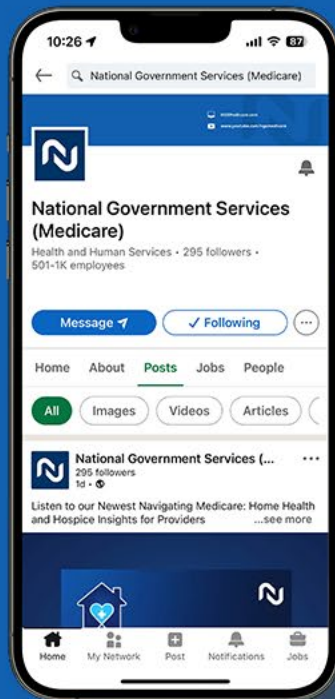
Search

Reset Search

| Alert Type                       | PSAN | Description   | Last Update/Respond by Date |
|----------------------------------|------|---|-----------------------------|
| A&R 2-way Inquiries Available    |      | You have unread A&R 2-way inquiries.                |                             |
| Additional Documentation Request |      | You have ADRs in the Awaiting Documentation status. |                             |
| Additional Documentation Request |      | You have ADRs in the Awaiting Documentation status. |                             |
| Additional Documentation Request |      | You have ADRs in the Awaiting Documentation status. |                             |

# Questions?

Thank you!



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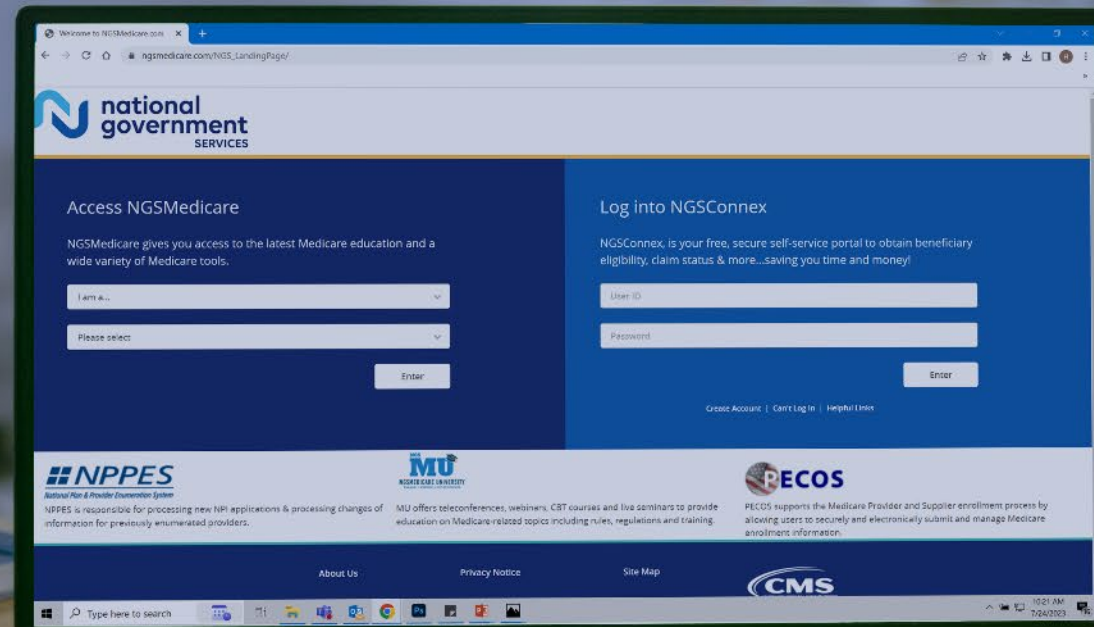
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